EN

HOLIDAY CHEQUE

USER MANUAL 2015

pro.kawan-group.eu
6j/7 : 00 333 85 72 29 90

THE LOW SEASON RENTAL SPECIALIST
A selection of more than 450 destinations in Europe

HOLIDAY CHEQUE IN SHORT

- An exclusive tariff from 30 € per night during the low season
- Special offers 6=7 and 11=14 at least 8 weeks per year
- Discount tariff during the mid-season
- More than 450 destinations in Europe
- Campsites, residences, gites and hotels
- Selected and recent rental accommodations
- Possibility to pay with the Silver Card or the Gold Card on sites accepting these cards
- Best price guarantee

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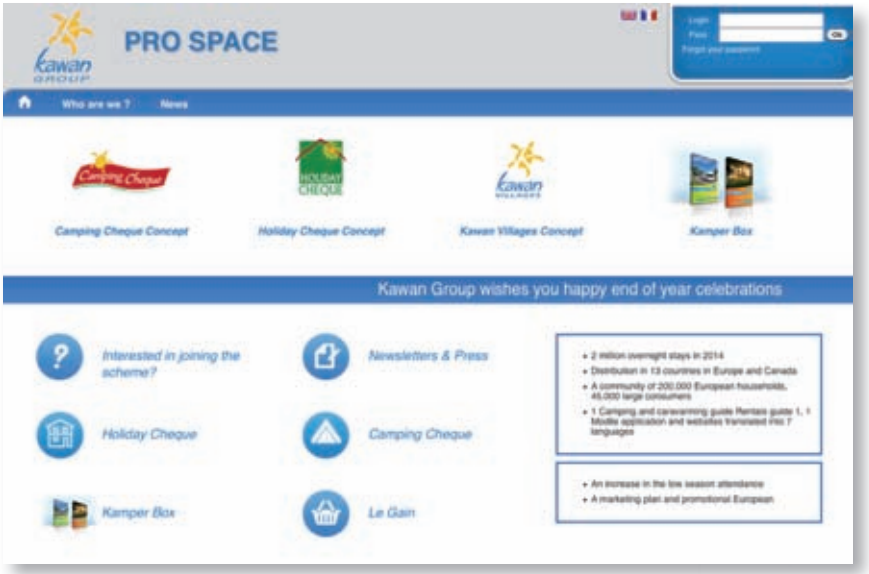
THE PRO SPACE: pro.kawan-group.eu

Use your login details and access all the Holiday Cheque information: procedures, technical FAQ, user guides, site directory …

If you forgot your access codes, you can ask to have them sent to you by e-mail, by clicking on « forgot your password ».

On each page of this user guide you'll find a link to the Pro space..



ESPACE PRO

PRO SPACE

DOCUMENTATION

HOLIDAY CHEQUE MEDIA DISTRIBUTION

As a member of the Holiday Cheque offer, you'll appear in different media:

- The Holiday Cheque site directory
- The Holiday Cheque website
- The trade fairs (10 European trade fairs of tourism)

THE KAMPER BOX

Kamper Box are gift boxes offering a holiday on a campsite or in a rental accommodation.

As a member of the Holiday Cheque network, your rentals are marketed in the Kamper Box for rentals.

This box includes a Kamper Card, preloaded with Cheques with a unit value of 16 €.

It works like any other Silver or Gold card. You debit it with your usual terminal, you recharge it using the same procedure and check its balance online.

Kamper Box

PRO SPACE

On the web

To download our logos and banners,
please visit: pro.kawan-group.eu

We invite you to create
back links on our websites
to improve your referencing.

On the campsite

Your documentation

User manual
Holiday Cheque

Your sticker

ACCEPTATION DATES
OPENING DATES OF THE SERVICES

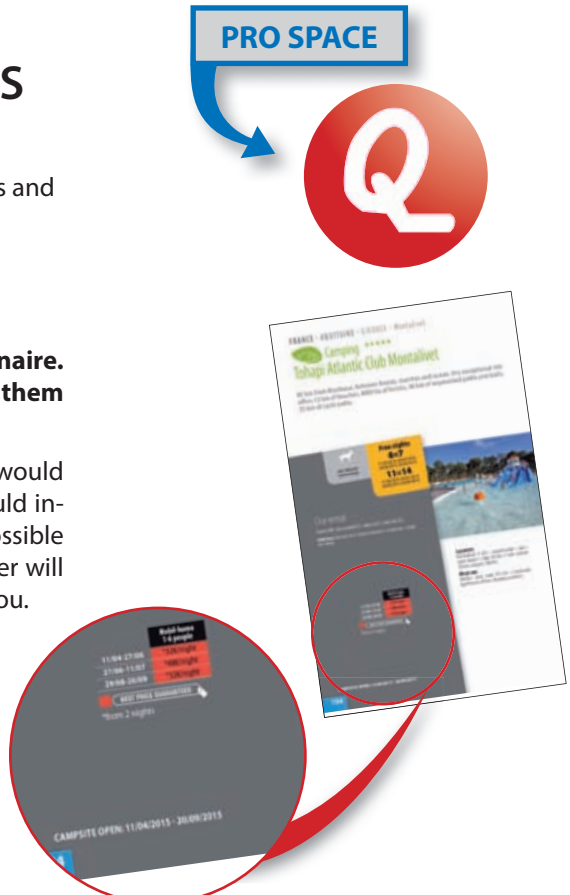
Your acceptance dates and the opening dates of your facilities and services are indicated:

- in the Holiday Cheque brochure
- on the web

You indicated these dates when filling in the questionnaire. These dates are subject to a contract. You cannot change them during the course of the year.

However, if for some incidental and unforeseeable reason you would be forced to change one or any of this information, you should inform your coordinator or our sales department as soon as possible so that we can inform our customers. Otherwise, the customer will be entitled to compensation that we will have to pass on to you.

If you require further information
Please call 00 333 85 72 29 90
and ask for Back Office Support Team



PRO SPACE

The Holiday Cheque quota

The minimum quota for Holiday Cheque is of 4 allotments throughout the duration. We may ask you if necessary to add some more during the course of the year.

The allotments that have been entrusted to us must not, under any circumstances, be used for other customers.

In addition, concerning the complexes that accept the Silver Card and the Gold Card for payment of the rentals, you must give priority to rentals out of the allotments reserved to the Holiday Cheque concept in mode Tour Operator.

HOLIDAY CHEQUE SPECIAL OFFERS

6=7 (7th night is free)

11=14 (12th, 13th and 14th nights are free)

These offers apply during the whole of the low season or for 8 weeks during periods that you have indicated in the Holiday Cheques questionnaire and that have been published in our Holiday Cheque brochure and on the website.

BEST PRICE GUARANTEE

Some sites have given our customers a best price guarantee on a selection of rental accommodations.
Make sure you apply this guarantee. If not, the customer could ask for compensation that we would need to transmit to you.

BEST PRICE GUARANTEED

BOOKINGS AND PAYMENT

CONFIRMATION DE RESERVATION
Réf : 0018282/1411/JD/CA

1 • Bookings and payment through the booking service / online

- **By digital Camping Cheques** (by card)
or
- **By any other means of payment** (TO method)

For each booking

whatever the means of payment

you'll receive an e-mail

In the attachment, you'll find a document representing, depending on the case:

- The creation of a booking,
- The modification of a booking,
- The cancellation of a booking,
- A weekly rooming list
for the coming Holiday Cheque stays

Please register booking@holiday-cheque.com as a secure address to receive your booking confirmations.

For stock modifications or any questions about your bookings, please contact the **back office camping au 03 85 72 29 90**.

BOOKINGS AND PAYMENT

2 • Bookings and payments on your site

When a customer comes to the reception of your campsite without prior booking and wishes to benefit from the Holiday Cheque tariff, you can directly register his booking.

1 • **Connect to the pro space: pro.kawan-group.eu**

2 • **Click on 'New reservation'**

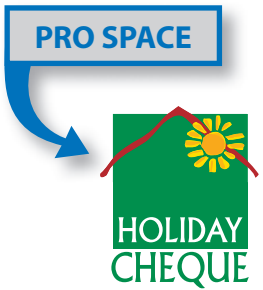
You are directly connected to your page on the Holiday Cheque website

3 • **Register the customer's booking**

4 • **Register his payment**, directly online, by credit card, or by Silver / Gold Card.

The customer will receive his exchange voucher by e-mail; he must then hand it to you..

You'll receive a booking confirmation by e-mail



New reservation

Please register **booking@holiday-cheque.com** as a secure address to receive your booking confirmations.

CLIENT'S ARRIVAL AND DEPARTURE - HELPFUL HINTS

1 • Deposits

The campsite or residence fixes the deposit on a free basis to guarantee itself against any possible damage. SAS Kawan Group cannot be held responsible for damage caused by a customer even if the latter has booked through the Holiday Cheque booking centre or settled with digital Camping Cheques.

You cannot charge cleaning costs unless the client requests the service because he does not wish to do the cleaning himself.

The deposit or cleaning deposit must be given back to the client if the rental has not suffered any damage and is given back in the same state of cleanliness that on arrival.

2 • On client's arrival

For reservations based on vouchers you have been notified of the client's arrival by email (if you want to check, you can also check your sales report on www.secureholiday.net/admin).

Upon arrival, the client must hand over a voucher to you (here opposite). If the voucher does not match the information that you had received by email don't hesitate to contact us.

For payment by digital Camping Cheque (unit value of 15€ or 16€), the customer will show his Silver Card or his Gold Card on arrival.

3 • On client's departure

Any service that would be invoiced in addition to the voucher or digital Camping Cheques should be made clear to the customer and must be included in our brochure. For payments in digital Camping Cheques, insert in the client's card in the card reader that will proceed to an automatic update. The accounts are synchronised, the payment is completed.

Example of voucher

INVOICING

Holiday Cheque procedure

Invoicing

1 • Invoicing of stays on a voucher basis.
You have to edit an invoice, such as the one here opposite, on the basis of the vouchers given to you by Holiday Cheque clients. Don't forget to enclose the vouchers of the Holiday Cheque customer to your invoice!

Camping à la Carte
SARL VACANCES
Route des Crêtes
F- 74510 Cuges
Tel 04.87.35.42.20
Email : campingalacarte@wanadoo.fr
TVA FR 06852632897

SAS KAWAN GROUP
Domaine Saoneor
Boîte 33
12 rue Alfred Kastler
71530 Fragnes
TVA : FR 06418679643

Subject: **Invoicing of the Holiday Cheque Stays**

From the 01/05/2015 until the 05/07/2015

Enclosed vouchers May, June and July / Parcel sent the: 10/07/2015

Date of Invoicing: 10/07/2015

Invoice N°: 1250 (n° to match the invoice number of your accounts)

Total amount	**Commission**	**Total amount to pay all incl.**
7850,00€	-25%	5887,50€ including VAT 10% (588,75€)

Invoice example

The exchange vouchers indicate a global price for the stay. You must take off 25% commission of the invoice you'll be sending to us.

PRO SPACE

Holiday Cheque procedure

Invoices, vouchers and transactions lists of digital Cheques are to be sent to:

SAS KAWAN GROUP - Domaine Saoneor
Boite 33 - 12 rue Alfred Kastler - 71530 Fragnes – France

2 • Mandatory legal mentions

The French tax authorities request, subject to fines, a certain number of mandatory information that must appear on all invoices, French or foreign. (Art 1738.1 CGI any omission or inaccuracy in the bills results in the implementation of a fine of 15 € by omission or inaccuracy, but cannot exceed a quarter of the amount of the invoice).

- Name of the provider (the campsite or the residence) and the name of the customer (SAS Kawan Group / Holiday Cheque)
- Company name of the campsite or the residence
- Address
- The Individual identification number for VAT of the provider
- Date and invoice number (to match the invoice number of your internal accounting)
- Transaction details
- Bank details and payment method

CONTACT

HOLIDAY CHEQUE
Bureau Central Européen
Boîte 33
12 rue Alfred Kastler
71530 FRAGNES - FRANCE

Tél. + 33 (0)3 85 72 28 90
Service Back Office Etablissements

Your professional website:

pro.kawan-group.eu